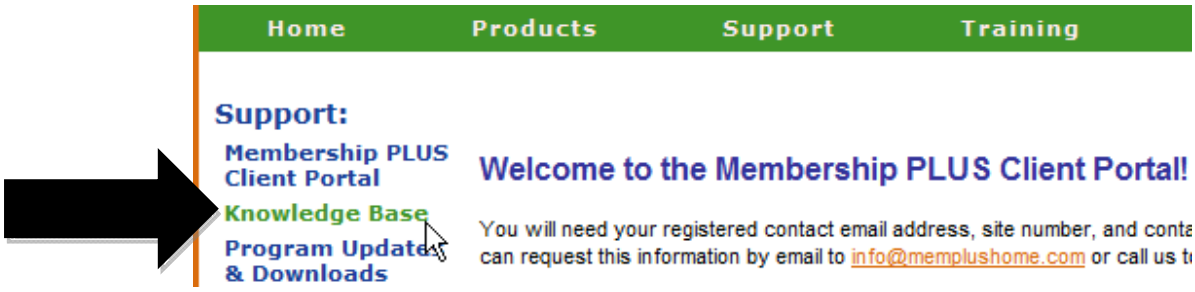
About the Membership PLUS Knowledge Base

The Knowledge Base is a tool to help you find answers to your support questions, before calling support. You can find everything from simple "How To" solutions to complete "Getting Started Guides". All of the instructions are designed for both beginners and advance users.

You can get to the Membership PLUS Knowledge Base by selecting it from the **Support** menu at www.memplushome.com.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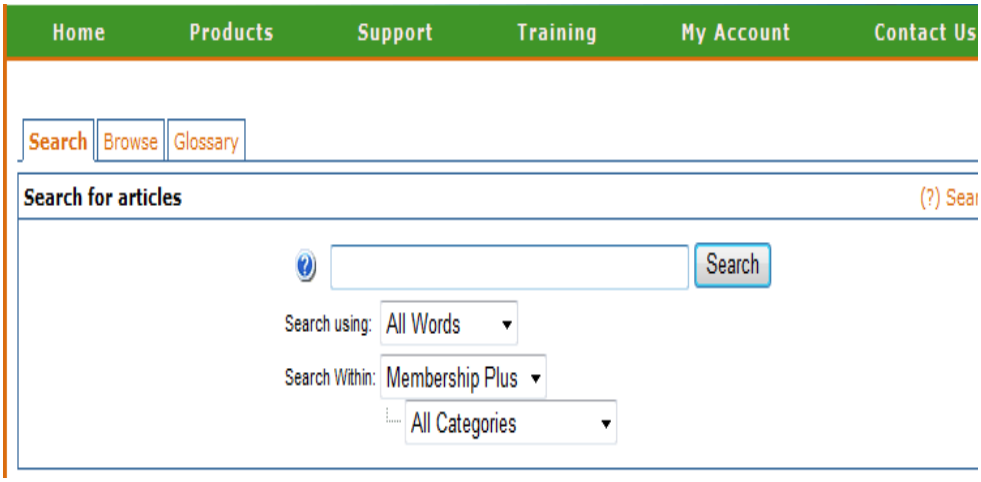
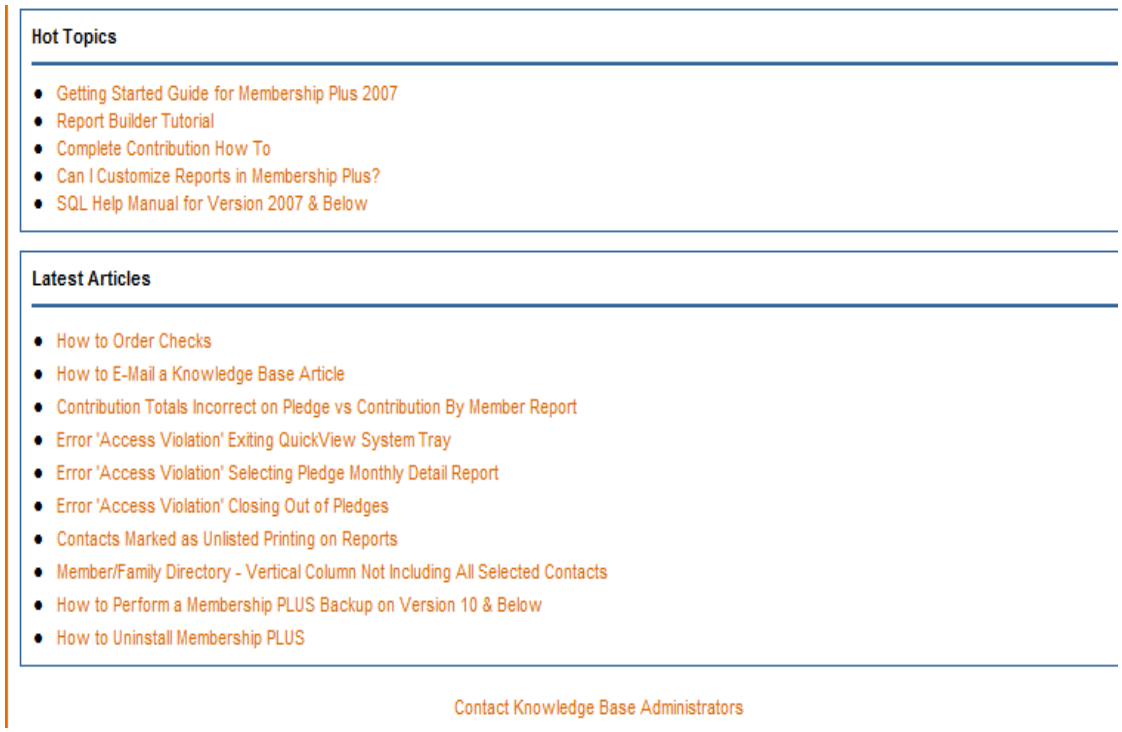
can request this information by email to info@memplushome.com or call us t

The main screen of the Knowledge Base is the **Search** screen. On this screen you can do search engine type searches to look for articles that answer your questions.



There are two other sections on the **Search** screen. The first being **Hot Topics**. This is a list of the most popular articles. The Knowledge Base determines the Hot Topics based on number of times the articles has been viewed (also known as **hits**). The next section is **Latest Articles**. This is a list of the latest articles that have been added to the Knowledge Base by the Knowledge Base Administrator. As the Membership PLUS Knowledge Base grows, look for new articles added daily to the Latest Articles section.


Hot Topics
Getting Started Guide for Membership Plus 2007
Report Builder Tutorial
Complete Contribution How To
Can I Customize Reports in Membership Plus?
SQL Help Manual for Version 2007 & Below
Latest Articles
How to Order Checks
How to E-Mail a Knowledge Base Article
Contribution Totals Incorrect on Pledge vs Contribution By Member Report
Error 'Access Violation' Exiting QuickView System Tray
Error 'Access Violation' Selecting Pledge Monthly Detail Report
Error 'Access Violation' Closing Out of Pledges
Contacts Marked as Unlisted Printing on Reports
Member/Family Directory - Vertical Column Not Including All Selected Contacts
How to Perform a Membership PLUS Backup on Version 10 & Below
How to Uninstall Membership PLUS
Contact Knowledge Base Administrators

When performing a search you can use four different search types. The following How to Search options are available to help you perform a more effective search:

- **All Words**
  Using the 'All Words' search utilizes the boolean search type 'AND'. For example, if you search for the word 'network engineer'. The search will yield results with all articles that have the words 'network' and 'engineer'. This yields your search results with articles that contain both words in them.

- **Any Word**
  Using the 'Any Words' search utilizes the boolean search type 'OR'. Using the example above, this would yield all articles that contain 'network' OR 'engineer' within them. The difference is that the search type is looking for at least one of the words contained in any of the articles.

- **Exact Phrase**
  Using the exact phrase search returns search results in the combination that you have entered. Using the example of 'network engineer', this will not return articles that have the words 'network' or 'engineer'. Moreover, it will not return articles that contain 'network' and 'engineering' in them. This will return articles that have the exact phrase 'network engineer'. As a result, the search will return all articles with these two search strings combined. This search is useful when users have an exact error message to look for and you have articles that contain the exact error message. Keep in mind that this search does not support stemming (i.e. 'network engineers', 'networks engineering' and etc.).

- **Boolean Operators**
  Using the boolean search, the words "And," "Or," and "And Not" can be used in conjunction with keywords to filter the search results. For example, should a user search for "cat and not dog," the search will return all documents containing the word "cat," but not documents containing the word "dog."

    - **Wild Card Search**
      To use the wild card search, a user can select the Boolean search option, and suffix a word with an asterisk (*) to get words in the pattern of the search keyword(s) entered. For example, comp* returns computer, comparison, company, etc.

    - **Proximity Search**
      To use the proximity search, a user can select the Boolean search option, and tie words together by the word near, or a tilde (~) symbol. For example, Jack near Jill, or Jack ~ Jill. This search returns documents with Jack AND Jill in the document, but with the ranking corresponding to their proximity or closeness in the document.

A Boolean Operator is used to create an expression, a logical statement that is either true or false. A Boolean Operator in this Knowledge Base can consist of Boolean data, such as the following:

- and
- or
- and not
- asterisk (*)
- the word 'near', or a tilde (~) symbol

Here are some examples to understand how they can be used:

Boolean Expression	Usage	What is Returned
and	General Ledger and Payroll	This will return articles that contain the words General Ledger and Payroll. Unless the article contains both, the article will not be returned.
or	General Ledger or Payroll	This will return articles that contain either General Ledger OR Payroll. The article must match one of the two words to be returned, but not both.

and not	General Ledger and not Payroll	This will return articles that contain only the words General Ledger. Articles containing Payroll will not be returned.
asterisk (*)	Comp*	This will return articles that contain any words that begin with 'comp'. This means Computer, Comparison, Company, etc.
the word 'near', or a tilde (~) symbol	receive ~ access denied or receive near access denied	This will return artilces that contain 'receive' and 'access denied', but with the ranking correspondi ng to their proximity or closeness in the document.